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ABSTRACT

This book describes a systematic method for producing instructional programs, courses, and materials that focus on human performance and how to improve it, not merely on training itself. It addresses such diverse topics as the following: how adults learn best, analyzing the training need, developing evaluation tools, delivering training courses, measuring course effectiveness, and government-mandated training requirements for health care manufacturing personnel. The topics covered and the instructional systems design (ISD) process described in the book are appropriate for producing instruction for all types of content; however, examples and cases used have been taken mostly from the pharmaceutical industry for direct application by the intended audiences (training professionals, managers, and new trainers) in the pharmaceutical industry. The book consists of 61 chapters organized in 8 sections. Section 1 explains concepts important to the ISD process. Sections 2-6 each focus on a phase of the ISD model (analysis, design, development, implementation, and evaluation and maintenance). Each phase contains tasks that are in turn composed of steps and substeps. The tasks are arranged based on classical models of instructional design, as well as on how information from one task or step flows into others. Sections 7 and 8 provide supplemental information (related topics and technology for the future). The chapters in sections 1, 7, and 8 each have goals at the beginning. Chapters in sections 2-6 do not have separate goals lists, but share the following common goals: define the task; describe why it is done; identify who is involved with the task; identify the output of the completed task; discuss issues related to the task; list the steps and substeps used in performing the task; and provide examples related to the task. Two appendixes list European Community training requirements for pharmaceutical personnel, and resources (six organizations and seven publications). The final section lists 75 additional references and resources. (KC)